



Appendix B - Top IT Projects



Top IT Projects

Using this document

This document provides additional detail about Michigan's top IT projects. The first three sections list projects by: (1) Sponsoring client agency; (2) the primary Michigan IT strategic goal to which the project aligns, including a cross reference to indicate state priority area alignment; and (3) the primary state priority area with which the project aligns, including a cross reference to indicate state IT strategic goal alignment. The final section provides narrative detail about each project in alphabetical order.

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Top IT Projects, by Client Agencies



All Agencies

- 360 Degree Evaluation
- Citizen Survey
- CyberMichigan Board
- Data Warehouse Framework
- e-Citizenship
- e-Forms
- e-Grants
- Enterprise Contact Center
- Hometown Security Grant Initiatives
- Michigan Center for Geographic Information (CGI)
- Michigan Digital Government Summit
- Michigan Technology Executive Committee (MITEC)
- Michigan Public Safety Communications System (MPSCS) 800 MHz System
- Statewide e-Grants Portal
- Statewide Intranet
- Technology Tri-Corridor
- Video Streaming
- Videoconferencing
- Vision and Values Initiative



Agriculture

- Animal Identification System
- Revenue System Replacement Project

Attorney General

- Charitable Trusts
- FileMaker Database Replacement
- Online Complaint Resource



Budget Office

- Financial System Study
- Time and Expense



Civil Service

- Document Management for Civil Service
- Integrated Testing Reengineering
- Lawson Upgrade



CEPI

- K-20 Data Warehouse



Michigan Department of Community Health

- HIT (Health Information Technology)
- Medicaid Management Information System (MMIS)
- Women, Infants and Children (WIC) – Electronic Benefits Transfer
- Women, Infants and Children (WIC) System Replacement



Department of Corrections

- Michigan Prison Re-entry Initiative (MPRI)
- Offender Network Management Information (OMNI)



Department of Education

- Converting the MEAP Exam
- State Aid Payment System Infrastructure Improvements



Department of Environmental Quality

- e-Manifest - Electronic Manifest Tracking System
- Health and Environmental Data Integration Project for Homeland Security
- Michigan Air Compliance Enforcement System (MACES)
- Michigan Environmental Results program for Dry Cleaning (MERP)



Department of Human Services

- Bridges
- Michigan Child Support Enforcement System Enhancements (MiCSES)
- Service Worker Support System – Child Protective Services (SWSS-CPS)



Department of Information Technology

- Human Capital Management and Employee Development
- Information Technology Asset Management (ITAM)
- Leadership Development Program
- Management and Use of Independent Research Firms
- Michigan Master Training Contract
- Michigan/1
- Rate Development
- Return on Investment (ROI) Training
- Secure Michigan
- Single Sign-On
- Strategic Plan Project
- Student Employment Program
- Succession Planning
- Technical User Groups
- Wireless Infrastructure
- Voice over Internet Protocol / Voice Consolidation



Department of Labor and Economic Growth

- Commercial Services Licensing System
- Michigan Land Bank Fast Track Authority Land Management System
- Michigan Talent Bank (Mi-Internship Expansion)
- Michigan State Housing Development Authority (MSHDA) Re-write
- Online Business Startup Wizard
- Unemployment Insurance Agency System Re-write Phase 1 - Business Requirements Gathering



Department of Management and Budget

- ACH Credit Card Project Phase 2
- Contingency Planning Tool Assessment
- e-Procurement
- MAIN Web Front End Hosting move to Michigan
- Social Security Number Assessment and Remediation of MAIN
- Vision ORS



Department of Military & Veterans Affairs

- Military and Veterans Affairs Strategic Plan Continuation



Department of Natural Resources

- Integrated Forest Management Application (IFMAP)
- Vegetative Management System (VMS)



Department of State

- Business Application Modernization (BAM) – Driver License and Vehicle Registration
- Self-Service Stations



Office of State Employer

- 360 Degree Evaluation
- Vision and Values Initiative



Michigan State Police

- Create a Fusion Intelligence Center
- Criminal History Rewrite (CHR)
- Finger Print and Palm Print Imaging
- I-Services
- Law Enforcement Agency Management System (LEAMS)
- Law Enforcement Information Network (LEIN) - Next Generation
- LCMS/CODIS
- Personal Protection Orders Phase II
- Sex Offender Registry (SOR) / Public Sex Offender Registry (PSOR)



Department of Transportation

- Crash Process Redesign (CPR)
- Document Management Program
- Field Manager Enhancement
- FieldNet
- Project Accounting and Billing
- Vehicle Information Integration (VII)

Department of Treasury

- New MERIT Award



Top IT Projects by Michigan IT Strategic Goal – Aligned with State Priority Area

Goal 1: Expand Michigan's services to reach anyone, at any time, from anywhere

	Priority Area					
	Education	Economy	Hometown Security	Health & Human Services	Better Government	Environment
Project Name						
Commercial Services Licensing System					X	
e-Grants					X	
Hometown Security Grant Initiatives			X			
Michigan Center for Geographic Information (CGI)					X	
Michigan Talent Bank (MI-Internship Expansion)		X				
Michigan/1					X	
Online Complaint Resource					X	
Secure Michigan			X			
Self-Service Stations					X	
Sex Offender Registry(SOR)/Public Sex Offender Registry (PSOR)			X			
Single Sign-On					X	
Wireless Infrastructure					X	



Goal 2: Transform Michigan's services through sharing and collaboration

	Priority Area					
	Education	Economy	Hometown Security	Health & Human Services	Better Government	Environment
Project Name						
ACH Credit Card Project Phase 2					X	
Commercial Vehicle Information Systems and Networks (CVISN)			X			
Crash Process Redesign (CPR)			X			
Criminal History Rewrite (CHR)			X			
Data Warehouse Framework					X	
Document Management Program					X	
Enterprise Contact Center					X	
e-Procurement					X	
Health Information Technology (HIT)				X		
K-20 Data Warehouse	X					
Law Enforcement Agency Management System (LEAMS)			X			
Law Enforcement Information Network (LEIN) - Next Generation			X			
MAIN Web Front End Hosting move to Michigan					X	
Service Worker Support System – Child Protective Services (SWSS-CPS)				X		
Social Security Number Assessment and Remediation of MAIN					X	
Statewide Intranet Project					X	
Video Streaming					X	
Videoconferencing					X	
Women, Infants and Children - Electronic Benefits Transfer				X		
Women, Infants and Children System Replacement					X	



Goal 3: Manage technology to provide better service and faster delivery

Project Name	Priority Area					
	Education	Economy	Hometown Security	Health & Human Services	Better Government	Environment
Animal Identification System						X
Bridges				X		
Business Application Modernization (BAM) - Driver License and Vehicle Registration					X	
Charitable Trusts					X	
Contingency Planning Tool Assessment					X	
Converting the MEAP Exam	X					
Document Management for Civil Service					X	
e-Forms					X	
e-Manifest - Electronic Manifest Tracking System						X
e-Recruiting					X	
Field Manager Enhancement					X	
FieldNet					X	
FileMaker Database Replacement					X	
Financial System Study					X	
Finger Print and Palm Print Imaging					X	
Health and Environmental Data Integration Project for Homeland Security			X			
Information Technology Asset Management (ITAM)					X	
Integrated Forest Management Application (IFMAP)						X
Integrated Testing Reengineering						
Lawson Upgrade					X	
LCMS/CODIS			X			
Management and Use of Independent Research Firms					X	
Medicaid Management Information System (MMIS)				X		
Michigan Air Compliance Enforcement System (MACES)						X
Michigan Child Support Enforcement System Enhancements (MiCSES)				X		
Michigan Environmental Results Program for Dry Cleaning (MERP)						X
Michigan Land Bank Fast Track Authority, Land Management System		X				
Michigan Prison Re-entry Initiative (MPRI)			X			
Michigan State Housing Development Authority (MSHDA) Re-Write		X				
New MERIT Award	X					
Offender Management Network Information (OMNI)			X			
Online Business Startup Wizard		X				
Personal Protection Orders (PPO) Phase II				X		
Project Accounting and Billing					X	
Rate Development					X	
Return on Investment (ROI) Training					X	
Revenue System Replacement Project					X	
State Aid Payment System Infrastructure Improvements					X	
Time and Expense					X	
UIA System Re-write Phase 1 - Business Requirements Gathering					X	
Vegetative Management System (VMS)						X
Vehicle Information Integration						
Vision ORS					X	
Voice over Internet Protocol / Voice Consolidation					X	



Goal 4: Make Michigan the employer of choice for technology professionals

	Priority Area					
	Education	Economy	Hometown Security	Health & Human Services	Better Government	Environment
Project Name						
360 Degree Evaluation					X	
Human Capital Management and Employee Development					X	
Leadership Development Program					X	
Michigan Master Training Contract					X	
Military and Veterans Affairs Strategic Plan Continuation			X			
Strategic Plan Project					X	
Student Employment Program					X	
Succession Planning					X	
Technical User Groups					X	
Vision and Values Initiative					X	

Goal 5: Create a statewide community of partnerships

	Priority Area					
	Education	Economy	Hometown Security	Health & Human Services	Better Government	Environment
Project Name						
Citizen Survey					X	
Create a Fusion Intelligence Center			X			
CyberMichigan Board					X	
e-Citizenship					X	
I-Services			X			
Michigan Digital Government Summit					X	
Michigan Information Technology Executive Committee (MITEC)					X	
Michigan Public Safety Communications System (MPSCS) 800 MHz System			X			
Statewide e-Grants Portal					X	
Technology Tri-Corridor		X				



Top IT Projects by State Priority Area – Aligned with Michigan IT Strategic Goal

Education

Project Name	Michigan IT Strategic Goal				
	1	2	3	4	5
Converting the MEAP Exam			X		
K-20 Data Warehouse		X			
New MERIT Award			X		

The Economy

Project Name	Michigan IT Strategic Goal				
	1	2	3	4	5
Michigan Land Bank Fast Track Authority, Land Management System			X		
Michigan State Housing Development Authority (MSHDA) Re-Write			X		
Michigan Talent Bank (MI-Internship Expansion)	X				
Online Business Startup Wizard			X		
Technology Tri-Corridor					X

Hometown Security

Project Name	Michigan IT Strategic Goal				
	1	2	3	4	5
Commercial Vehicle Information Systems and Networks (CVISN)		X			
Crash Process Redesign (CPR)		X			
Create a Fusion Intelligence Center					X
Criminal History Rewrite (CHR)		X			
Health and Environmental Data Integration Project for Homeland Security			X		
Hometown Security Grant Initiatives	X				
I-Services					X
Law Enforcement Agency Management System (LEAMS)		X			
Law Enforcement Information Network (LEIN) - Next Generation		X			
LCMS/CODIS			X		
Michigan Prison Re-entry Initiative (MPRI)			X		
Michigan Public Safety Communications System (MPSCS) 800 MHz System					X
Military and Veterans Affairs Strategic Plan Continuation				X	
Offender Management Network Information (OMNI)			X		
Secure Michigan	X				
Sex Offender Registry(SOR)/Public Sex Offender Registry (PSOR)	X				

Health and Human Services

Project Name	Michigan IT Strategic Goal				
	1	2	3	4	5
Bridges			X		
Health Information Technology (HIT)		X			
Medicaid Management Information System (MMIS)			X		
Michigan Child Support Enforcement System Enhancements (MiCSES)			X		
Personal Protection Orders (PPO) Phase II			X		
Service Worker Support System – Child Protective Services (SWSS-CPS)		X			
Women, Infants and Children - Electronic Benefits Transfer		X			



Better Government

Project Name	Michigan IT Strategic Goal				
	1	2	3	4	5
360 Degree Evaluation				X	
ACH Credit Card Project Phase 2		X			
Business Application Modernization (BAM) - Driver License and Vehicle Registration			X		
Charitable Trusts			X		
Citizen Survey					X
Commercial Services Licensing System	X				
Contingency Planning Tool Assessment			X		
CyberMichigan Board					X
Data Warehouse Framework		X			
Document Management for Civil Service			X		
Document Management Program		X			
e-Citizenship					X
e-Forms			X		
e-Grants	X				
Enterprise Contact Center		X			
e-Procurement		X			
e-Recruiting			X		
Field Manager Enhancement			X		
FieldNet			X		
FileMaker Database Replacement			X		
Financial System Study			X		
Finger Print and Palm Print Imaging			X		
Human Capital Management and Employee Development				X	
Information Technology Asset Management (ITAM)			X		
Lawson Upgrade			X		
Leadership Development Program				X	
MAIN Web Front End Hosting move to Michigan		X			
Management and Use of Independent Research Firms			X		
Michigan Center for Geographic Information (CGI)	X				
Michigan Digital Government Summit					X
Michigan Information Technology Executive Committee (MITEC)					X
Michigan Master Training Contract				X	
Michigan/1	X				
Online Complaint Resource	X				
Project Accounting and Billing			X		
Rate Development			X		
Return on Investment (ROI) Training			X		
Revenue System Replacement Project			X		
Self-Service Stations	X				
Single Sign-On	X				
Social Security Number Assessment and Remediation of MAIN		X			
State Aid Payment System Infrastructure Improvements			X		
Statewide e-Grants Portal					X
Statewide Intranet Project		X			
Strategic Plan Project				X	
Student Employment Program				X	
Succession Planning				X	
Technical User Groups				X	
Time and Expense			X		
UIA System Re-write Phase 1 - Business Requirements Gathering			X		
Video Streaming		X			
Videoconferencing		X			
Vision and Values Initiative				X	
Vision ORS			X		
Voice over Internet Protocol / Voice Consolidation			X		
Wireless Infrastructure	X				
Women, Infants and Children System Replacement		X			



The Environment

Project Name	Michigan IT Strategic Goal				
	1	2	3	4	5
Animal Identification System			X		
e-Manifest - Electronic Manifest Tracking System			X		
Integrated Forest Management Application (IFMAP)			X		
Michigan Air Compliance Enforcement System (MACES)			X		
Michigan Environmental Results Program for Dry Cleaning (MERP)			X		
Vegetative Management System (VMS)			X		



Top IT Project Descriptions

360 Degree Evaluation

This project provides employees (management and executives) with a web-based application for self-assessment of competencies and values.

ACH Credit Card Project Phase 2

This effort involves a process redesign to better automate the user processes for distribution of funds (payments to the State).

Animal Identification System

This Michigan system supports the federal NAIS program (The National Animal Identification System) under United States Department of Agriculture.

Bridges

Bridges will re-engineer and integrate the processes associated with the eligibility determination and case management of Michigan citizens seeking state assistance in human services (food, medical insurance, day care, basic economic needs, etc). It will develop integrated and automated tools that support these processes.

Business Application Modernization (BAM) - Driver License and Vehicle Registration

BAM is a multi-phased project that includes re-engineering the business processes, developing business requirements, designing and eventually building a technical infrastructure to support Department of State business.

Charitable Trusts

Currently, charitable trust organizations register with the state, file forms with the IRS and then the IRS sends the paper forms to the state. This project will bring these forms from the IRS electronically to the state. Once here in an electronic form, the state could create more self-service opportunities for citizens seeking information on charitable organizations.

Paper forms cause difficulty in receiving timely information and filings. Citizens need access to information. Electronic transfer solves these problems by eliminating the need to handle thousands of forms and they provide significantly better information about charitable organizations. Also, appropriate information for licensing and regulatory purposes can be accessible to citizens.



Citizen Survey

CyberMichigan.org commissioned a survey of Michigan residents and businesses to explore the role information technology plays in their lives. This survey is conducted during every even-numbered year.

Commercial Services Licensing System

This system will allow for online license insurance application and renewals, monitoring of license compliance, and reduction in manual business support functions.

Contingency Planning Tool Assessment

This involves the evaluation of contingency planning tools to be used statewide in Michigan. This also includes the implementation of a contingency planning tool that will expedite the development of contingency plans for all State agencies.

Converting the MEAP Exam

Michigan high school students take the MEAP exam to determine if they demonstrate sufficient knowledge and understanding of the state's curriculum benchmarks and standards. Results of this assessment are one of the leading indicators in the No Child Left Behind (NCLB) Adequate Yearly Progress (AYP) calculation of school performance. Students also take a college entrance exam, typically the ACT test. This project will provide a replacement test to serve both purposes, a student achievement test and a college entrance exam.

"At the same time, we will let all students know they've got what it takes for college by replacing our high school assessment exam with one that doubles as a college admissions test. And, we will create new high school opportunities, particularly small high schools, to help the tens of thousands of students who now leave high school without a diploma stay on a path that leads to success in college and beyond."
- Governor Granholm

Crash Process Redesign (CPR)

Several departments are partnering to develop a traffic crash processing system. The system will improve the quality and timeliness of traffic crash reporting and will improve decision making regarding statewide traffic safety programs administered by state and local agencies.

Create a Fusion Intelligence Center

Before the events of September 11, 2001 and the recent terrorist attacks in London, various intelligence agencies had identified specific operatives as possible terrorists. Breakdowns at the level of interagency communications occurred and it is believed that had communications crossed agency lines, the attacks may have been prevented. Criticism continues to focus on the inability of intelligence agencies to gather sufficient information to predict the attacks. However, even if substantial information and technology applications are available, unless agencies within the intelligence community share information across departmental and agency



boundaries, an accurate assessment of threats to Michigan's security are not possible.

Fusion activities will not be limited to terrorism incidents but will provide enhanced intelligence capabilities for all crimes and critical incidents. The system is anticipated to:

- Support receiving, storing, processing, and distributing intelligence to and from agencies at the federal, state, and local level
- Ensure that queries and responses are processed within homeland security parameters
- Establish and implement technology for intelligence sharing
- Coordinate the flow of intelligence data and information
- Acquire and maintain access to various government intelligence data systems

The ability of directly being able to work with federal law enforcement cannot be obtained with computer programs. The close and daily contact allow for more accurate information exchange than search engines.

Criminal History Rewrite (CHR)

An application accessible through the Law Enforcement Information Network, CHR will be migrating to production in fiscal year 2005-2006 and will be supported by State of Michigan staff as the state owns the code. This system will provide solutions to legislative initiatives dealing with background checks.

CyberMichigan Board

CyberMichigan focuses on bringing together the private, public and non-profit sectors to work with communities to close the gap between people and organizations that have quality access to technology and the knowledge to maximize its use and those who do not.

Data Warehouse Framework

By consolidating data from multiple departments into a single, consistent format, the data warehouse could provide the complete view of our customers and constituents that is needed to effectively provide the services that they need.

Based on our limited consolidation to date the state has already experienced significant savings and improvements to service delivery. As more data is consolidated, these benefits can be expected to grow accordingly.

Standardizing on a single platform would also eliminate redundant support costs and provide consistent tools. The latter will enable flexible deployment of developers and provide consistent tools for end users.

However, implementing this concept is too ambitious at this point. There are too many agencies with no experience in warehousing and those with the experience will take time to move in a new direction.



Therefore we are proposing implementing a set of “line of business” warehouses, where related agencies come together to form data warehouses. This is both easier to implement and more cost-effective.

It is easier to implement because related agencies already share many concepts and some data. For example one line of business would be Health and Human Services, which would contain DCH and DHS (including CSES) at a minimum. They already share a great deal of data and share many definitions.

It is also more cost-effective because the most direct value will come from using data from complementary agencies.

While this does not provide all of the benefits of a consolidated warehouse at the beginning, it makes great strides and will still be able to enable end users to get their own data, thus speeding delivery and enabling developers to work on enterprise level tasks.

Document Management for Civil Service

This effort involves the scanning of all hard copy Civil Service documentation of state employees and retirees. This will include enhanced search capabilities of information.

Document Management Program

This effort will develop the standards and framework for shared document management that can be leveraged by all departments across the state.

e-Citizenship

This will establish a statewide, enhanced access policy. In addition to helping develop web sites for local governments, the Michigan Department of Information Technology (MDIT) will automate required reporting to the state, identify and eliminate database redundancies across government agencies, and develop more universal e-transactions and processing. Additional e-citizenship initiatives will include expanding access through public kiosks and accepting online payments.

e-Forms

The State of Michigan currently provides some services to citizens using e-forms. The e-forms initiative is an expansion of what currently exists in addition to the standardization of forms across departments. The effort will improve government services to citizens and make government more effective and efficient.

e-Grants

Develop an electronic grants portal to exchange information between grantors and grant applicants for all state managed grants. The grantor develops and provides the eligibility requirements and application process tailored to each grant or granting agency. Applicants can apply for grants and submit progress and financial



reports online. The grantor will then use the portal to review applications, download data, and view ad-hoc and pre-defined reports.

e-Manifest - Electronic Manifest Tracking System

Michigan is the project lead for this EPA-funded effort to develop a multi-state electronic tracking system to provide management capabilities for waste manifests from initiation to closure.

Enterprise Contact Center

Standardizing the call center infrastructure would enable the State of Michigan to efficiently support agency call centers by reducing the complexity of the environment and dedicating resources to support the contact center infrastructure. It would also enable the reuse of components from previous developments. An enterprise contact center infrastructure would enable efficient use of system capacity and reduce costs for ongoing maintenance by limiting the number of point solutions in place. By leveraging a common infrastructure, the State of Michigan can more economically take advantage of new technologies to improve citizen access to the state (speech recognition), as well as offer workers more flexibility (use voice over IP to enable workers in remote areas, remote-workers).

e-Procurement

A statewide e-procurement system will be implemented to gain efficiency, integrate best practices, and realize overall cost savings throughout the procurement process. The e-procurement system will maintain direct linkages between each component of the acquisition life cycle: procurement, contract management, inventory control, and reporting. This level of integration will allow for reduction in duplication of effort and provide for retention and easy access to relevant historical data for agencies, improving estimating capabilities and shortening cycle times.

Vendors will be able to more efficiently provide and update company information; state their compliance with appropriate laws and agreement with mandatory terms and conditions at the point of registration; download specific Invitations to Bid (ITB) or Requests for Proposal (RFP); and complete Freedom of Information Act requests and bid submissions electronically. Vendors will also be able to receive notification of relevant solicitations through an automated "push" process rather than the current "pull" process mandated by the inefficiencies of the present system.

Field Manager Enhancement

The Field Manager suite of software manages, tracks, and processes Michigan's entire \$1.4 billion annual road and bridge construction program. More than 2,000 people working at 280 MDOT, local government agency, engineering consultant firm, and construction contractor facilities across the state use the software. Field Manager allows for better management of road and bridge projects by reducing administrative overhead, yielding greater value per taxpayer dollar. It is critical the software operates correctly, is maintained, and is upgraded to meet changing business needs and updates to technical environments.



The purpose of this project is to develop two upgrades to the FieldManager suite. The first is a minor upgrade addressing issues of immediate concern, and the second is a major upgrade containing a variety of improvements. The upgrades include software modifications due to business rule changes, audit requirements, changing technology, and standards compliance. The upgrades will also improve performance and reduce long-term maintenance costs.

FieldNet

The current process of transferring construction project information between MDOT, local agencies, engineering consultants, and construction contractors requires significant manual intervention which is time consuming and prone to human error. This project will enhance the FieldNet component of the FieldManager suite of software to automate the construction project file transfer process statewide. The enhanced FieldNet will orchestrate all data transfers, ensure FieldManager databases are synchronized, and ensure transfers are secure and dependable.

Many business areas will realize significant benefits from this project. The enhanced FieldNet will eliminate the manual procedures required to transfer files between the Construction Administration System (CAS) and the FieldManager and FieldBook components of the FieldManager suite. It also includes eliminating the need for construction managing offices to fax pay estimates to MDOT's central office. It is estimated the project will save Michigan approximately \$1.3 million per year in reduced hands-on time. The project will also produce significant "soft" non-quantifiable benefits including enhanced security and data integrity, better information connectivity, and greater access to MDOT construction project information.

FileMaker Database Replacement

The purpose of this project is to replace the Department of Attorney General's current database system with a new information management system (IMS) to monitor, increase accessibility to, and report on the department's work. The department needs a new software management system to manage its core mission of providing effective and efficient legal representation to the State of Michigan.

Financial System Study

This study will examine the costs associated with both retaining and replacing MAIN, the State's financial system. It will determine the best course of action for the future of MAIN as it fits into state business: Retain and maintain; replace in pieces; or replace entirely.

Finger Print and Palm Print Imaging

The existing AFIS system would be updated to allow for a single fingerprint search from a mobile ID device and generate a response back to that device. A new matching feature would be added to AFIS to allow for the mobile searches. This project would also provide a limited number of handheld devices (50 - 60) to perform the search, but would primarily focus on creating the architectural and programmatic changes to the existing system to allow this type of search.



This project provides an immediate benefit in the area of homeland security and public safety. Further, it creates a system that other state departments may utilize to ensure benefits and services are being provided to eligible citizens. Michigan State Police (MSP), local and county law enforcement, Department of Corrections, Department of Natural Resources, or border patrol officers would have the capability of capturing a single fingerprint with a handheld device and transmit that fingerprint to the MSP AFIS system for positive identification, thus reducing the risk of releasing a wanted person or a person who has been identified as a threat to the general public.

Health and Environmental Data Integration Project for Homeland Security

Michigan is the project lead for this EPA-funded effort to develop a multi-state system for managing the appropriate exchange of homeland security related information for emergency response purposes.

Health Information Technology (HIT)

Health Information Technology refers to the application of information processing involving both computer hardware and software that deals with the storage, retrieval, sharing, and use of health care information, data, and knowledge for communication and decision-making. This includes such applications as telemedicine and use of the Internet. A central component of HIT is the electronic health record (EHR), a patient's medical file that is stored electronically and maintained by a health care provider to order prescriptions and tests and to inform clinical decisions. The State of Michigan is committed to improving the quality and controlling the cost of health care for its residents. HIT has emerged as a key means to accomplish these goals.

The Department of Community Health and Department of Information Technology are hosting stakeholder forums on HIT. The purpose of these forums is to hear key stakeholders' perspectives on the role of state government in HIT policy, with the understanding that the state will not develop HIT solutions itself, but rather promote policies to strengthen IT's role in health care improvement and efficiency. A separate forum for consumers will probe the opportunities and concerns with electronically sharing patient information. Stakeholders' perspectives will be collected in a report with recommendations.

Hometown Security Grant Initiatives

Through the Fiscal Year 2004 State Homeland Security Grant Program, the state was awarded \$15 million for critical infrastructure protection projects. Of the state's award, MDIT was awarded \$4 million. In compliance with state goals to reduce vulnerabilities and mitigate risks to critical cyber and telecommunication infrastructure, the following projects have been initiated:

- Large fixed generators for the Lake Ontario Hosting Center and Traverse Bay Hosting Center critical data centers



- Digital video manager equipment providing physical security at the three critical IT data centers
- Cyber intrusion detection devices and systems
- Network intrusion detection
- Network traffic tools
- Cyber incident investigation and response technologies
- Network analysis and penetration tests
- Authentication and access control technologies
- SurfControl Internet access control and filtering systems prevent system users from accessing web sites that are deemed risks to the state's network and systems
- Virtual private network (VPN) proxy, using Internet security acceleration (ISA) servers, filters connections that have come into the state's network via VPN over the Internet
- Firewall technologies for the internal state network
- Geographical information system (GIS)
- Security Awareness Web Portal to provide outreach to all Michigan citizens, businesses, local governments, and State of Michigan employees
- Michigan Public Safety Communication System (MPSCS) communications interoperability

Human Capital Management and Employee Development

This initiative primarily focuses on MDIT employees and internship program participants. Professional development and job alignment improves the MDIT work environment and ultimately leads to higher productivity and client satisfaction.

Information Technology Asset Management (ITAM)

This project provides a comprehensive asset management solution to effectively manage state IT assets.

Integrated Forest Management Application (IFMAP)

The Integrated Forest Monitoring Assessment and Prescription (IFMAP) project is DNR's landscape inventory and decision support environment. A central feature of this environment is a Geographic Information System application that brings landscape inventory information and geographic analysis tools to the desktop of natural resource managers. This tool is referred to as the IFMAP Geographic Decision Support Environment (GDSE). IFMAP supports sound decision making on timber sale, so that the State of Michigan forest remains a renewable resource. This application supports a DNR revenue generating program (timber sale) and the management of the forest and its habitat.

Integrated Testing Reengineering

This project revamps the Human Resource and Payroll system testing process to make less people intensive and more efficient.



I-Services

I-services is a data sharing initiative moving towards Phase II in fiscal year 2005-2006 that allows criminal justice agencies to share data without the creation of a state managed data warehouse. Many federal, state, and local agencies are currently participating, and discussions are occurring with bordering states to link large scale state systems together for the same purpose.

Law Enforcement Agency Management System (LEAMS)

LEAMS is a computerized law enforcement system that will provide a fully automated case and records management system for the Michigan State Police (MSP) and requesting local law enforcement agencies. It is envisioned to support the law enforcement functions of case management, incident reporting, property entry and tracking, crash reporting, citation generation, limited activity reporting, and intelligence reporting.

Law Enforcement Information Network (LEIN) - Next Generation

The existing state LEIN will migrate to updated technology and platform environments. The application is used by all criminal justice agencies in the state of Michigan and connects to the federal systems of NCIC and NLETS. This multi-year initiative expands on the current MiCJIN portal for criminal justice and identity management technologies put in place for the MSP. State staff will develop a majority of the applications while utilizing best-of-breed commercial-off-the-shelf (COTS) technology and middleware products.

Lawson Upgrade

This is the migration of the human resources application system to a JAVA platform for development and production. When completed the Lawson system will be more web compatible and additional functionality.

LCMS/CODIS

Both systems are forensic laboratory COTS products to be implemented for completion in fiscal year 2005-2006. Both applications relate to the management and control of forensic evidence and DNA samples within the forensic labs. This is a federally-funded initiative to facilitate attaining certifiable labs and procedures in all states. MDIT will support both systems.

Leadership Development Program

This annual event is hosted by MDIT as a growth and development opportunity for department managers. The event, held in a conference-style setting, provides tools and training to help grow MDIT leadership.

MAIN Web Front End Hosting move to Michigan

This effort moves the support of the Web front end access to the MAIN system from an external vendor to internally State supported, generating substantial savings.



Management and Use of Independent Research Firms

MDIT Technology Research and Advisory Services (IT-RAS) group supports and manages research subscription services and consulting-related expertise that support MDIT's planning and subsequent acquisition of adding information resources. These research and advisory subscription services cross the entire spectrum of computing and telecommunications technologies, including business, management, and governmental perspectives. As part of MDIT's Technology Partnership Outreach initiative, this service is also made available for State of Michigan local units of government (cities, villages, counties, etc).

Medicaid Management Information System (MMIS)

This project replaces the existing MMIS for the state of Michigan. The Medicaid Management Information System was first developed in the late 1970's. It is a batch Cobol system running on the Bull mainframe. The object of this project is to replace it with a system that is certifiable by the federal government and is run with current software on a more current platform. This will allow the Department of Community Health to make enhancements and changes requested by both federal and state governments in a timely manner with most being done by the business area through the updating of tables. There also will be several areas online that will give the providers the necessary tools to enter claims, update their records in a provider enrollment area, etc.

Michigan Air Compliance Enforcement System (MACES)

This new system will consolidate, streamline, and replace the management functions of several current database systems to enhance efficiencies and expand federal reporting capabilities to meet EPA requirements.

Michigan Center for Geographic Information (CGI)

CGI provides leadership, technical expertise and policy for the development, use, dissemination, promotion and sharing of geographic information in the state of Michigan. The center's mission will enable state government to more effectively and efficiently serve the citizens, businesses and other governments of the state in areas of public protection, homeland security, economic development, environmental protection and transportation. This includes Map Michigan, Michigan Geographic Framework, High Resolution National Hydrography Initiative, and others.

Michigan Child Support Enforcement System Enhancements (MiCSES)

This initiative represents the federally-mandated system for child support. It is responsible for establishing and maintaining court orders, increasing collections, and enforcement of the child support program within the State of Michigan. This system interfaces with numerous agencies and other states on an ongoing basis.

Michigan Digital Government Summit

This annual fall event fosters discussion and dialogue on the use of information technology as a strategic tool for managers, executives and policy makers



throughout state and local government. Summit topics include new technologies; digital government trends; best practices; cross-jurisdictional collaboration; and policies and standards.

Michigan Environmental Results Program for Dry Cleaning (MERP)

This project will develop a multimedia, sector-specific compliance tool to establish performance measurements to quantify environmental benefits.

Michigan Information Technology Executive Committee (MITEC)

The purpose of MITEC is to advise and assist the state CIO and MDIT in addressing current business, service and technology support needs as well as develop longer-term information technology goals and strategic and tactical direction.

The state CIO chairs the council with council membership consisting of department deputy directors, administrative officers or comparable level executives or administrators from each department; three representatives from the legislative branch (house, senate and Legislative Services Bureau); and one from the judicial branch.

Michigan Land Bank Fast Track Authority Land Management System

Michigan is developing a land management system that combines information about surplus land in the state inventory with information about land parcels under the jurisdiction of local communities. This comprehensive inventory will assist in economic development by giving a “single view” of properties available for development.

Michigan Master Training Contract

This is the training section of the Michigan Master Computing Contract, which was initiated to enhance the quality of commodity IT procurements and lower overall cost to the state and other participating units of Michigan government. This reduces the cost of information technology training while improving both training quality and flexibility.

Michigan Prison Re-entry Initiative (MPRI)

The Michigan Department of Corrections (MDOC) has adopted a new model of custody and supervision for the nearly 70,000 prisoners and parolees under its jurisdiction. Dubbed MPRI, the new model is based on sound scientific research that demonstrates targeted supervision strategies coupled with carefully crafted treatment interventions to "produce sustained reductions in (offender) recidivism."

At the heart of this new offender management model is routine and reliable assessment of offender risk, needs and strength. The assessment system must not only reliably predict the offender's risk to recidivate, commit violent acts, comply



with supervision rules, or abscond from supervision, but must also accurately measure and prioritize the offender's criminogenic needs that must be addressed during custody and supervision to reduce the identified risk. With an assessment tool in place that meets these criteria, MDOC will have the ability to identify target populations for specific custody and supervision strategies and treatment interventions.

Michigan Public Safety Communications System (MPSCS) 800 MHz System

The MPSCS 800 MHz system is a statewide radio system designed to provide interoperability between state, local and federal emergency services. The baseline system is designed for voice communications and consists of over 200 tower sites around the state providing for 97% mobile coverage. Over 28,000 radios rely on MPSCS with over half the radios used by local government first responders. The system was built in compliance with the industry standard developed by the Association of Public Safety Communications Officials International (APCO 25). This standard allows for multiple vendor radios to work on the system, providing for more competitive radio prices.

Michigan State Housing Development Authority (MSHDA) Re-write

This project moves the Michigan State Housing Development Authority system from an older mainframe platform onto the latest technology. Results will be better applications functionality, better applications support and more timely and consolidated management reporting.

Michigan Talent Bank (MI-Internship Expansion)

The Michigan Talent Bank is an Internet-based, self-service labor exchange system used by employers and job seekers. Job seekers can post resumes to the system or directly search job orders posted by employers. Employers can post job orders as well as directly search resumes posted by job seekers.

The MI Internship project began in early 2005 to support the governor's plan to keep and attract students in Michigan by offering them internships with Michigan-based companies and employers. This first phase has identified all Michigan Talent Bank registered employers who have internship information on their Websites. The next phase adds functionality and allows employers to enter postings for internships and provides the means for students to search these postings for opportunities.

Michigan/1

MDIT was formed to mitigate the issues associated with the autonomy and diverse directions pursued by the individual departments and agencies when implementing information technology initiatives. Michigan/1 is one of the MDIT efforts toward achieving this objective. By establishing the framework for the utility computing environment through desktop standardization, messaging consolidation, an integrated and scalable directory service for providing authentication, and a



standardized file and print environment, MDIT has developed the basis for the ability to leverage equipment, people, processes and tools.

The overall purpose of Michigan/1 is to set direction. Technical architecture standards will guide us toward operational effectiveness and efficiency. While Michigan/1 is not an answer to all of our infrastructure complexities, it is about (a) creating order around what we currently have, and (b) establishing a roadmap for future initiatives. Michigan/1 is not “net new” architecture, nor will it encompass a “forklift” upgrade. As systems are refreshed or new systems are put in place, they will be done so with the Michigan/1 vision as the guiding principle.

- The components of Michigan/1 are:
- Desktop standardization
- Directory consolidation
- Messaging consolidation
- Server centralization and/or consolidation
- Enterprise monitoring and management

Military and Veterans Affairs Strategic Plan Continuation

This effort entails upgrading key IT systems (PCs and servers) to facilitate the migration of current applications to either federal standardized applications used in other US facilities or applications developed by state staff. This will span several years.

New MERIT Award

This effort will enhance the staying power of students in post-secondary education settings by shifting MERIT payments to after successful completion of two (2) years of college or career training. It will also increase the employability of Michigan residents and expand the economy of the state.

Offender Management Network Information (OMNI)

This parole and probation tracking system will transition the department from a manual individual investigation and supervision system to an automated department-wide system.

Online Business Startup Wizard

This project will provide individuals wishing to start a business in the State of Michigan with a Web site that allows them to apply for all licenses, permits, and certificates required at one time. This will be a secure on-line service that allows for the processing of applications to multiple state agencies. Benefits from this service are reductions in time and costs and sharing of information by agencies, which ensures consistency and reduces errors.

Online Complaint Resource

Currently, there are several different forms for filing complaints about businesses or individuals. Forms must often be routed to other departments with jurisdiction



(Department of State, Department of Community Health, Department of Labor and Economic Growth, etc.) for follow-up. In order to find information about businesses that have had complaints filed against them, a citizen must call or write the department. The information sent in response contains only this department's information regarding a complaint and may not account for complaints against businesses that are overseen by other departments.

Electronic interface will eliminate the need to handle thousands of forms and streamline the complaint process. This project will provide significantly better information about consumer complaints directly to the public without requiring the public to obtain information from multiple separate departments.

Personal Protection Orders (PPO) Phase II

In this joint initiative with Michigan State Police (MSP) and Department of Human Services (DHS), MDIT staff is adding new functionality to the PPO application allowing for improvements requested by DHS. This initiative is funded by DHS through grant funds for fiscal year 2005-2006.

PreK-20 Data Warehouse

Michigan lacks a uniform system for tracking children from pre-K through adult learning and into the job market, resulting in our having a limited ability to measure the success of our educational, job training, and welfare-to-work programs. To remedy this, the state will develop a data warehouse to store information about learners and job seekers collected from a variety of sources, including: student data collected and maintained by Center for Educational Performance and Information (CEPI), job training participation data maintained by Department of Labor and Economic Growth and Department of Human Services, higher education student data maintained by community college and university systems, and wage record data maintained by the Unemployment Insurance Agency. The data will be stored centrally and securely within a data warehouse. This system will allow for tracking of students from K-12 into a post secondary / vocational training setting and then into the labor market. This system will allow for targeted study of programs and initiatives and their impact on improving grade level achievement, job placement and economic growth. This project supports data analysis recommendations in the Cherry Commission on Higher Education report.

Project Accounting and Billing

The Department of Transportation needs and intends to replace its existing legacy project accounting and billing system with a client/server-based system. This software will be an addition to the existing MAP Financial Obligation System (MFOS).

Rate Development

This initiative is to develop new rates for MDIT services consistent across all client departments, which will assist the Office of the State Budget and all departments during the budgeting process.



Return on Investment (ROI) Training

This initiative focuses on the use of a standardized ROI template for all statewide IT projects. This effort defines and promotes the use of a standard methodology to determine the ROI for State of Michigan IT projects, which will greatly enhance project prioritization.

Revenue System Replacement Project

This project is an accounts receivable system replacement for Department of Agriculture's internal department-wide accounting.

Secure Michigan

The chief information security officer (CISO) was charged with assessing the risks, threats, and vulnerabilities of state computer systems and recommending a new security framework and strategic plan including organizational roles and responsibilities for the State of Michigan government. The Secure Michigan Initiative is the culmination of Michigan's effort to meet security regulations established by the federal government.

Self-Service Stations

Customer self-service stations in Department of State branch office locations provide 24x7 access for customer self-service to a limited number of customer self-service transactions.

Service Worker Support System – Child Protective Services (SWSS-CPS)

This project supports the DHS services workers and management staff. The supported programs are Children Protective Services, Child Foster Care, Adoption and Juvenile Justice. These programs protect and serve the most vulnerable population in the State of Michigan. New modules for accelerated structured decision-making allow for increased efficiencies sorely needed due to staffing issues. This also encompasses a rewrite of the Child Abuse and Neglect System (CANS).

Sex Offender Registry (SOR) / Public Sex Offender Registry (PSOR)

These systems will be rewritten and developed in-house to migrate away from proprietary vendor applications and to be able to attach and retrieve real-time data from the new criminal history record (CHR) system. These applications have a direct relationship to the National Sex Offender Registry (NSOR). These initiatives will be completed during fiscal years 2005-2006 and 2006-2007.

Single Sign-On

Simplify user access to the state's application systems through the use of a single sign-on portal. This portal will provide each user a single user ID and password access for entry to major application systems. Single sign-on will provide enhanced



security to our computing environment and simplify our support efforts in user ID and password management.

Social Security Number Assessment and Remediation of MAIN

This project involves the evaluation of the use of social security numbers throughout the state to ensure adherence to privacy standards. This will include identity theft protection.

State Aid Payment System Infrastructure Improvements

This project will enhance the current infrastructure used by the State Aid Payment System to provide more efficient and timelier payment to schools.

Statewide e-Grants Portal

This effort will provide a single portal, statewide grant system.

Statewide Intranet

The migration of agency Internet websites to the common Vignette platform showed both financial benefits and resource savings. The purpose of this project is to migrate all of the agency intranet websites to a common Vignette Multi-Content Management System to realize the same type of benefits.

Strategic Plan Project

This plan is the result of our strategic planning process, designed for all technology professionals in Michigan's government to understand their role in successfully delivering our state's vision.

Student Employment Program

To help foster and develop the department's young talent, the student employment program provides outreach to universities and colleges around the state to recruit future employees while securing specialized training and developmental opportunities for the existing MDIT student talent pool.

Succession Planning

By identifying trends and projections for potential employee departure, succession planning is MDIT's effort to plan for continuity of operations by developing in MDIT employees the skill sets that will be required to meet future departmental needs.

Technical User Groups

Because of the specialized technical talent required in the organization, technical user groups are formed to provide MDIT's technical staff with networking and training necessary to improve the use of various applications such as java and .net. These user groups give MDIT's technical staff another avenue for learning.



Technology Tri-Corridor

The Michigan Technology Tri-Corridor (TTC) builds upon the success of the Life Sciences Corridor by incorporating advanced automotive technologies and the emerging business sector of homeland security. This allows Michigan to broaden its scope of technology and innovation while continuing to build on our state's already strong industry sectors. These three sectors can leverage grant money and support crossover research. This enables universities, industries, nonprofits and employees to combine resources and capabilities in researching, developing and bringing innovations to market, and spinning off cutting-edge businesses and high wage jobs.

Time and Expense

This effort involves the evaluation of the current state employee time keeping and expense reporting systems to determine future requirements and enhancements.

Unemployment Insurance Agency (UIA) System Re-write Phase 1 - Business Requirements Gathering

Michigan's unemployment systems will be redesigned to better share information between the tax, benefit and wage reporting components. This project replaces technology, which was incrementally developed over ten years, with a unified system architecture that will be easier and less expensive to maintain and support.

Vegetative Management System (VMS)

This system tracks vegetative changes in land cover brought about by timber sales. The system will replace the antiquated Timber Sale System, making major improvements in quality control and data analysis abilities.

Vehicle Information Integration

This technology is also related to intelligent transportation systems (ITS). Generally, the technology is to manage information about vehicles, the road traveled, area traffic signals, etc. to provide a number of applications where drivers can be informed about avoiding possible crashes, opportunities to avoid congestion, etc. Various nation wide task forces have identified hundreds of possible applications of this technology to improve transportation systems and safety.

Building these applications and employing this technology involves sharing information from internal vehicle sources (like OnStar and similar systems), from traffic signals, from other vehicles, from state and local jurisdictions, from road sensors, etc. So far, Michigan has been a leader in this technology and we are positioned well to further develop the technology with potential to generate a significant number of high tech research and technology jobs in the field.

Video Streaming

Video streaming is playing video immediately as it is downloaded from the Internet, rather than storing it in a file on the receiving computer first. Streaming is accomplished by way of Web browser plug-ins, which decompress and play the file in real time. This technology currently exists and is being used in the Michigan.gov



Web site. This effort is to identify business areas that can benefit from this technology.

Videoconferencing

Videoconferencing, (also known as a video teleconference) is a meeting among persons where both telephony and video technologies are utilized simultaneously. Video teleconference communication is multi-way and synchronous, as it would be if all parties were in the same room. The State of Michigan currently has several videoconferencing rooms located in various locations and managed by different agencies. This effort consolidates and leverages videoconferencing capabilities across the state.

Vision and Values Initiative

This is an on going effort within MDIT and is coordinated with Governor Granholm's Executive Branch Values Awareness, Alignment, and Performance Management initiative. This provides guidance in aligning employees' personal values, interests and skills with enterprise values.

Vision ORS (Office of Retirement Services) - Phase III

This effort replaces outdated technology and manual systems at the Office of Retirement Services (ORS). It includes a Web front end and provides significantly better customer service for retirees. In phase III of this project self service functionality will be added to the retirement benefits system. Also, the development and on-going maintenance of this system which is currently supported by an external vendor will be in-sourced.

Voice over Internet Protocol / Voice Consolidation

The State of Michigan is evaluating a VoIP solution because of the aging of our legacy telecom system. In addition consolidating voice and data networks will reduce costs. Savings would come from long distance service savings and single network infrastructure savings.

This technology also improves productivity, such as:

- Management and support savings - one staff to manage both voice and data
- Adding and changing phones become simpler, often accomplished via a software application versus a technician visit
- Enhanced mobility, calls reach users immediately, even when out of the office

Some other benefits include:

- Eliminate the need to manage several service contracts for remote offices or mobile workers
- Soft phones can be used when traveling, installed in a laptop
- Unified messaging, advanced call routing and integration into business applications



Wireless Infrastructure

MDIT offers a wireless (WiFi) service to state employees in managed facilities. This service is ideal for sites that cannot use standard building wiring due to building codes, historical considerations, or the cost prohibition of providing wired connectivity. A few of the many benefits with using wireless are rapid deployment, easy installation, and the greatly reduced cost of network deployment. Additional requirements are SecurID authentication and a VPN to connect to the State of Michigan network.

Women, Infants and Children (WIC) - Electronic Benefits Transfer (EBT)

The WIC program rolled out an EBT pilot in Jackson County in August 2004. The “Michigan WIC Bridge Card” was issued to WIC participants, with WIC benefits accessed with the magnetic stripe portion of the card. This pilot in Jackson County will operate for a total of eighteen months.

Women, Infants and Children (WIC) System Replacement

This project replaces the existing WIC MTRAX system for the state of Michigan. The MTRAX System is a batch Cobol system that was first developed in the early 80’s. The object of this project is to replace the MTRAX system with a system running current software on a more current hardware platform.